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A/M: Aftermarket	Liability Insurance	POI: Point of Impact
ACV: Actual Cash Value	FCR: Full and Complete Release	PRC: Personal Representation Claim
ADR: Alternative Dispute Resolution	FFP: Finalized Funding Process	PRM: Premium Rate Modification
ADJ: Adjuster	FMV: Fair Market Value	QP: Quality of Parts
AF: Affidavit Filed	FNOL: First Notice of Loss	RC: Replacement Cost
AO: Assignment of Obligation	FS: Full Settlement	RCM: Repair Cost Management
AOI: Area of Impact	FVI: Final Vehicle Inspection	RVC: Replacement Cost Value
AP: Authorization to Proceed	GHR: General Hardship Report	RE: Repair Estimate
APIP: Additional Personal Injury Protection	GSA: General Settlement Agreement	RECON: Recondition
APP: Appraisal Clause Process	HCC: High Court Case	RFB: Residual Fair Book Value
ARB: Arbitration	HR: High-Risk Policy	ROI: Return on Investment (used in repair cost evaluations)
ATC: Actual Trade Condition	IA: Independent Adjuster	R&I: Remove and Install
BI: Bodily Injury	ICR: Insurance Claim Record	R&R: Remove and Replace
CAI: Claim Assignment Investigation	IDC: Internal Damage Claim	RPR: Repair Process Review
CAS: Claim Assignment Sheet	IPP: Insurance Payment Plan	RSC: Road Surface Claim
CDW: Collision Damage Waiver	IVC: Insured Vehicle Condition	RTV: Retail Trade Value
CE: Claims Estimate	KBB: Kelley Blue Book	SA: Settlement Agreement
CIO: Claim Investigation Officer	LC: Litigation Counsel	SD: Structural Damage
CL: Claim	LDC: Low Damage Claim	SOE: Statement of Events
CLI: Claim Litigation Index	LOA: Letter of Authorization	SUPP: Supplemental Claim
CLRP: Claim Loss Recovery Process	LOR: Letter of Representation (from an attorney)	TAV: Trade Appraisal Value
CNR: Claim Not Reported	LOU: Loss of Use	TDD: Total Damage Declaration
COC: Chain of Custody	MA: Market Analysis	TL: Total Loss
COL: Collision Coverage	MDP: Minimum Damage Payment	TLP: Total Loss Payout
COMP: Comprehensive Coverage	MMR: Manheim Market Report	TOC: Total Out-of-Pocket Costs
CP: Comparative Pricing	MPC: Medical Payments Coverage	TOS: Terms of Service
COT: Confirmation of Timeline	MT: Mechanical Total	TP: Third Party
CPI: Collision Process Integration	MTD: Motion to Dismiss	TPA: Third Party Administrator
CRR: Claim Resolution Request	MVA: Motor Vehicle Accident	TPB: Third Party Billing
CTV: Current Trade Value	NADA: National Automobile Dealers Association	TPD: Third Party Driver
DOE: Date of Examination	NFIP: National Flood Insurance Program	TPMS: Tire Pressure Monitoring System
DOC: Deposition on Claim	OE: Original Equipment	TPL: Third Party Liability
DOI: Date of Incident	OEM: Original Equipment Manufacturer	UM: Uninsured Motorist
DRP: Direct Repair Program	OIC: Outstanding Insurance Claim	UMC: Unresolved Motor Claim
DV: Diminished Value	OVR: Overhead Value Report	UMPD: Uninsured Motorist Property Damage
DVCR: Diminished Vehicle Claim Report	OVS: On-Vehicle Service	UIM: Underinsured Motorist
EBD: Electronic Brake Distribution	PCT: Post-Claim Timeline	VIN: Vehicle Identification Number
EDP: Estimated Damage Process	PD: Property Damage	VLT: Vehicle Licensing Tax
EL: Event Log	PDR: Paintless Dent Repair	VTI: Vehicle Title Information
EQ: Equipment Damage	PIP: Personal Injury Protection	WOP: Without Prejudice
ERV: Estimated Repair Value	POA: Power of Attorney	
ESL: Excess Settlement Loss		
ETA: Estimated Time of Arrival		
EPLI: Employment Practices		